

AUS920030326US1

10/606,683

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CENTRAL FAX CENTERAmendments to the Claims

The following listing of claims replaces all prior versions of claims in the application:

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LISTING of CLAIMS

1. (original) A method for enhancing user satisfaction with an automated interactive computer system comprising the steps of:
 - interactively ascertaining user language usage preferences;
 - creating a user profile in response to said ascertaining step;
 - applying said user profile to modify information from said computer system; and
 - presenting information so modified to said user.
2. (original) The method of claim 1 wherein:
 - said interactive computer system comprises a Web browser and at least a Web site; and
 - said ascertaining step includes presenting text passages in different styles and prompting said user to choose a text passage indicative of user preferred language usage.
3. (original) The method of claim 1 wherein:
 - said interactive computer system is a telephonic response system including voice recognition and generation functions; and
 - said ascertaining step additionally includes iteratively querying said user to determine preferred voice qualities.
4. (original) Apparatus for improving user satisfaction with an automated computer system comprising:
 - means for prompting a user to indicate language usage pattern preferences;
 - means for analyzing user indicated preferences;
 - means for creating a user profile;
 - means for storing results of said analyzing step in said user profile; and
 - means for modifying subsequent presentations to said user to reflect said stored user indicated language usage pattern preferences.

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5. (original) The apparatus of claim 4 wherein:
said automated computer system comprises a Web browser with access to at least a Web site.
6. (original) The apparatus of claim 5 wherein said prompting means includes:
means for presenting to said user a plurality of passages, each utilizing a different personal pronoun.
7. (original) The apparatus of claim 6 wherein:
said means for storing includes means for saving user pronoun choice; and
said means for modifying includes means for assuring subject and verb agreement.
8. (original) The apparatus of claim 4 wherein:
said automated computer system comprises an automated telephonic response system including means for voice recognition and generation.
9. (original) The apparatus of claim 8 wherein said means for prompting comprises:
means for iteratively querying said user to answer predefined questions; and
means for ascertaining user preferences for generated voice qualities.

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10. (currently amended) A computer readable medium encoded with a program product comprising a computer usable medium having computer readable code means embodied therein capable of being executed by a computer for improving user satisfaction with computer driven automated interactive systems, comprising:

~~computer-readable code~~ means for prompting a user to indicate language usage pattern preferences;

~~computer-readable code~~ means for analyzing user indicated preferences;

~~computer-readable code~~ means, responsive to said means for analyzing, for creating a user profile;

~~computer-readable code~~ means for storing results of said analyzing step in said user profile; and

~~computer-readable code~~ means for modifying subsequent presentations to said user to reflect said stored user indicated language usage pattern preferences.

11. (currently amended) The computer program ~~product~~ of claim 10 wherein:
said automated computer system comprises an automated telephonic response system including means for voice recognition and generation.

12. (currently amended) The computer program ~~product~~ of claim 11 wherein said ~~computer-readable code~~ means for prompting comprises:

~~computer-readable code~~ means for iteratively querying said user to answer predefined questions; and

~~computer-readable code~~ means for ascertaining user preferences for generated voice qualities.

13. (currently amended) The computer program ~~product~~ of claim 10 wherein:
said automated computer system comprises a Web browser with access to at least a Web site.

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14. (currently amended) The computer program ~~product~~ of claim 11 wherein said ~~computer-readable code~~ prompting means includes:

~~computer-readable code~~ means for presenting to said user a plurality of passages, each utilizing a different personal pronoun combination.

15. (currently amended) The computer program ~~product~~ of claim 14 wherein:

said ~~computer-readable code~~ means for storing includes ~~computer-readable code~~ means for saving user pronoun combination choice; and

said ~~computer-readable code~~ means for modifying includes ~~computer-readable code~~ means for assuring subject and verb agreement.

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